

Enroll No.....

**BHM-104**

**BHMCT –I Semester (Reg./Ex)**

**Examination, March-2021**

**Front Office Operation**

***Time: Three Hours***

**Maximum Marks: 70**

**Note:** Attempt any five questions. (Each question carries equal marks)

Q.1 Define modern hotel. Describe its growth.

Q.2 Explain classification and categories of hotels.

Q.3 What is the position, role and importance of the Front office in a Hotel.

Q.4 Draw an organization chart of Front office dept. Write duties and responsibilities of Receptionist and Bell boy.

Q.5 Explain various attributes required by Front office staff.

Q.6 Describe various types of room. What are basis of charging room rent.

Q.7 Explain functions of the reservation section of the Front office.

Q.8 Write short notes.(any two)

(a) Modes of reservation

(b) Reservation procedure (flow chart).

(c) Cancellation and amendment procedure

(d) Group reservation

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